

POSITION DESCRIPTION

Executive Staff Assistant – Office of the Secretary

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Position Summary

Under general supervision, this position provides direct administrative support to the Deputy Secretary (Deputy), the Assistant Deputy Secretary (Assistant Deputy) and other staff in the Secretary's Office in a wide variety of management areas. The position also provides staff assistance to the Board of Agriculture, Trade and Consumer Protection.

The position provides direct administrative and scheduling support to the agency Deputy, Assistant Deputy, and DATCP Board including: planning, scheduling, and organizing logistics for meetings. This position has primary responsibility for handling incoming and outgoing mail and phone and email contacts, including tracking and filing all correspondence and constituent contacts. This position provides general support to the Department Secretary and back-up support to other Office staff, including the Office of Legal Counsel, as needed.

This position requires a high degree of professionalism, accountability, confidentiality, efficiency, independence and accuracy. The incumbent is continually presented with long and short-term problems to be solved expeditiously. Daily, it is presented with a wide variety of issues that require independent judgment to make choices for action or recommendations for action.

Goals and Worker Activities

35% Goal A: Confidential and administrative support to a variety of staff in the Office of the Secretary (i.e., Deputy, Assistant Deputy and DATCP Board).

- A1. Plan and maintain the Deputy's and Assistant Deputy's daily schedule. This will require coordination with the Executive Staff Assistant to the Department Secretary, department staff and others; as well as the ability to resolve scheduling conflicts as they occur.
- A2. Coordinate the planning and logistics for all events and meetings involving the Deputy, Assistant Deputy, and the DATCP Board - this includes scheduling any pre-meeting conference calls.
- A3. Coordinate all travel arrangements for the Deputy and Assistant Deputy, including reservations and billings. Coordinate travel arrangements and logistics for DATCP Board members attending Board meetings and other official events, including reservations and billings.
- A4. Open and handle, as appropriate, daily mail addressed to the Deputy or Assistant Deputy. Prepare confidential correspondence, routine letters, memos and reports as necessary.
- A5. Oversee personal filing and record-keeping for staff in the Secretary's Office in accordance with public records guidelines.
- A6. Apprise the Deputy, Assistant Deputy and Legislative Liaison of contacts from legislators, other state agency leaders, etc. Coordinate any needed conference calls or development of correspondence for the Office of the Secretary.
- A7. Compilation or research of fiscal notes, issues papers, etc. This includes ensuring talking points for speeches are finalized timely for executive staff for upcoming appearances, meetings, etc.

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25% Goal B: Special Assistance to the Deputy and Assistant Deputy.

- B1. Coordinate OS review of department-wide requests for approval (e.g., out-of-state travel authorization, grants/contracts/agreements, and requests to staff). Monitor SharePoint workflows to ensure approvals are obtained in a timely manner. Schedule weekly meetings with the Deputy to review requests and obtain signatures as needed. Scan approved documents and upload into the SharePoint workflows when required. Disseminate approvals and/or signed copies to the requesting division's Division Office Manager.
- B2. Maintain electronic contact information for Deputy and Assistant Deputy. Update information as received from Governor's Office, other agencies, legislature, and industry representatives.
- B3. Enter travel expense reports for the Deputy, Assistant Deputy and DATCP Board members as needed. Ensure timely processing and use of proper funding codes.
- B4. Prepare reports as requested and ensure data is available to Executive Staff; this includes anticipating needs and providing assistance to ensure awareness of related issues.
- B3. Research information for and/or prepare "White Papers" to summarize issue background.
- B4. Work on special projects as requested by Deputy and Assistant Deputy such as research analysis and communication techniques, including assignment to special department committees. Draft and prepare confidential letters, reports, etc. as requested.
- B5. Represent the Deputy and Assistant Deputy at meetings as requested and provide program information in response to requests from a variety of people (e.g., industry representatives, government officials, general public).
- B6. Participate in the implementation and interpretation of administrative procedures, guidelines and work plans with the Deputy and Assistant Deputy.

20% Goal C: Reception and general support services for the Office of the Secretary.

- C1. Greet visitors and receive, screen, and direct telephone calls for the Office of the Secretary. Take accurate and complete messages, ensuring proper response to all calls. Direct visitors to meeting locations. Ensure phone coverage and reception services are provided by other programs when support staff are absent due to meetings or leave
- C2. Working with the Executive Staff Assistant to the Secretary, route correspondence for appropriate response. Maintain a system for assigning and tracking correspondence (including receipt/return of grants) with division or agency staff. Follow up on routed correspondence with program and agency staff to ensure responses are made within the appropriate timeframe.
- C3. Receive, review and approve/deny internal and external requests to schedule the DATCP Boardroom. Work with the DMS Division Office Manager (DOM) to ensure the Boardroom is maintained – this including working with IT staff on the audio/visual equipment needs, as well as any DOA work orders needed to maintain the cleanliness and functionality of the room.
- C4. Maintain division organizational charts; create new charts as necessary.

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- C5. Monitor and maintain appropriate levels of general office supplies in the central supply room and common work areas; including toner, paper and envelopes. Work with the DMS DOM on large purchases to ensure purchases follow State guidelines.
- C6. Serve as the Office floor captain for emergency situations (e.g. tornado and fire drills).
- C6. Assist with filing, making copies and other general support as requested.

15% Goal D: General administrative support services for the Office of the Secretary.

- D1. Ensure adequate program support is provided within the Office of the Secretary; establish work priorities when necessary.
- D2. Provide administrative support to the Secretary as needed.
- D3. Coordinate and manage receipt of annual performance evaluations. Work with supervisors to ensure use of the correct form and division competencies. Ensure all documents are complete prior to Deputy's signature. Notify Deputy of any unsatisfactory performance issues and any overdue evaluations
- D5. Assist DMS DOM in coordinating interview processes for OS position vacancies (e.g., schedule interviews, greet candidates, etc.).
- D6. Manage the department's retirement certificate/plaque processes. Ensure signatures are obtained and timely delivery to the requesting division.
- D7. As needed, work with the agency Legislative Liaison to track legislative files, upcoming issues affecting the agency, etc. Assist in updating the Deputy and Assistant Deputy on legislative inquiries.
- D8. Coordinate logistics for special conferences or meetings as assigned; ensure lists of meeting attendees are maintained, agenda items are distributed or collected in advance, and minutes recorded. This includes internal events (e.g., brown bag lunches with the Secretary, employee recognition events, receptions at the Residence, etc.).
- D9. Assist with intranet calendar updates, Secretary's scheduling, and web site reviews pertaining to the Office of the Secretary. Work with appropriate communications and IT staff complete tasks.
- D10. Other duties as assigned.

5% Goal E: In the absence of the Legal Support Assistant, provide back-up support in the Office of Legal Counsel.

- E1. Prepare and post open meeting notices.
- E2. Process certified mail for the Office of Legal Counsel.
- E3. Assist with basic administrative processing of rules to ensure timelines are met.

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- E4. Attend DATCP Board meetings. Prepare agendas, take and draft meeting notes, etc. Serve as a back-up administrator for Board meeting software.

Knowledge, Skills and Abilities Required

1. Effective verbal and written communication skills. This includes considerable knowledge of the basic principles of English, grammar, and writing ability.
2. Good organizational and record-keeping skills.
3. Thorough knowledge of MS Word and other software programs – especially MS Outlook for email and scheduling.
4. Effective research/data collection techniques and data analysis skills.
5. Independent judgment in processing requests for information.
6. Basic knowledge of state budget practices and principles.
7. Knowledge of fiscal methods, purchasing requirements, and invoices.
8. Knowledge of legislative processes.
9. Excellent organizational skill.
10. Ability to utilize appropriate and sensitive discretion in dealing with confidential communications and situations.
11. Ability to work independently, setting own priorities to meet the demands of the position and work deadlines.
12. Effective networking and liaison skills.
13. Knowledge of constituent relations principles and protocols.
14. Knowledge of travel and training procedures.
15. Ability to effectively plan and arrange meetings (e.g., logistics, travel, scheduling, etc.).

Competencies

Effective Communication
Takes Action and Shows Initiative
Relationship and Partnership Building
Organizational and Planning Skills

Ability to Work in Teams/with Groups
Networking and Organizational Agility
Effective Problem Solving
Change Management

Special Requirements and Environmental Factors

Some travel is required. Occasional overnight stays.

Personal Contacts

Extensive internal contacts: Executive staff, including secretary, deputy, assistant deputy, and division administrators; division program staff; division office managers.

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Extensive external contacts: representatives of the media; governor's office staff; state and national farm leaders and agricultural organizations and their staffs; state, federal and local government officials and staff; agribusinesses.

Contacts will occur frequently, and networks will be established to carry out the duties of the job. Contact will be by telephone, meetings, and written correspondence. This position is expected to provide leadership on communications issues and build consensus on public policy issues. These contacts may be stressful due to conflicting positions on issues and time constraints under which work is performed.

Discretion and Accountability

The position description provides the overall duties and responsibilities. General objectives and specific assignments are also received from the Secretary, Deputy and Assistant Deputy. This position works independently in carrying out work assignments and is under general supervision.

Physical Demands

There are no unusual physical demands associated with this position, although it requires a high-energy, motivated individual who is able to effectively handle difficult conversations.

Working Environment

Most work is done in an office setting, although occasional travel may be required. This position requires attention to detail and ability to perform under tight deadlines.